



STATE OF COLORADO

CLASS SERIES DESCRIPTION

July 1, 2000

TECHNICIAN

H4M1IX TO H4M5XX

DESCRIPTION OF OCCUPATIONAL WORK

This class series uses five levels in the Professional Services Occupational Group and describes technical assignments. Technical work is skilled work in the practical application of specialized techniques, procedures, practices, or methods in order to accomplish tasks. The specialized work is a direct extension of a professional field which requires an understanding of that field in order to carry out the practical nature of the work. Because of the connection with a professional field, the nature of the work requires that it revert to a professional if not performed by a technician. The factors determine the level within this series.

Note: In accordance with CRS 18-1-901, supporting agency statutes, and appointing authority delegation, some positions in this class series may be commissioned peace officers.

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TECHNICIAN I

H4M1IX

CONCEPT OF CLASS

This class describes the entry level. Positions perform tasks that are structured and designed to provide training and experience. Tasks are performed under direct supervision and detailed instruction and guidance is received. Employees in this class learn to apply established techniques, procedures, practices, and methods directly related to the assignment. Positions do not remain at this level indefinitely.

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TECHNICIAN II

H4M2TX

CONCEPT OF CLASS

This class describes the second-level technician. The assignment is clearly defined so the position follows established work procedures. Positions operate within standard guidelines and alternatives which are known and any deviation from such requires prior approval. Some assignments will not move beyond this level.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the defined level, as described here. Within limits prescribed by the operation, choices involve selecting alternatives that affect the manner and speed with which tasks are carried out. These choices do not affect the standards or results of the operation itself because there is typically only one correct way to carry out the operation. Alternatives include independent choice of such things as priority and personal preference for organizing and processing the work, proper tools or equipment, speed, and appropriate steps in the operation to apply. By nature, the data needed to make decisions can be numerous but are clear and understandable so logic is needed to apply the prescribed alternative. Positions can be taught what to do to carry out assignments and any deviation in the manner in which the work is performed does not change the end result of the operation.

Complexity -- The nature of, and need for, analysis and judgment is prescribed, as described here. Positions apply established, standard guidelines which cover work situations and alternatives. Action taken is based on learned, specific guidelines that permit little deviation or change as the task is repeated. Any alternatives from which to choose are clearly right or wrong at each step.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of any of the following:

Exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints.

Physically restraining and arresting citizens as peace officers enforcing the law. These positions meet the criteria for the Enforcement and Protective Services occupational group.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as an individual contributor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within

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a system or as a member of a collaborative problem-solving team. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

TECHNICIAN III

H4M3XX

CONCEPT OF CLASS

This class describes the third-level technician. Although positions carry out defined work procedures and processes, judgment is required on an ongoing basis to select the most appropriate technical guidelines and adapt them to accomplish the tasks. Positions continually determine practical solutions to problems by applying specific processes, techniques, and methods. This class differs from the Technician II on Complexity and possibly Purpose of Contact and Line/Staff Authority. Some assignments will not move beyond this level.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the defined level, as described here. Within limits prescribed by the operation, choices involve selecting alternatives that affect the manner and speed with which tasks are carried out. These choices do not affect the standards or results of the operation itself because there is typically only one correct way to carry out the operation. Alternatives include independent choice of such things as priority and personal preference for organizing and processing the work, proper tools or equipment, speed, and appropriate steps in the operation to apply. By nature, the data needed to make decisions can be numerous but are clear and understandable so logic is needed to apply the prescribed alternative. Positions can be taught what to do to carry out assignments and any deviation in the manner in which the work is performed does not change the end result of the operation.

Complexity -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study technical information to determine what it means and how it fits together in order to get practical solutions to problems and tasks. Guidelines in the form of specified processes, techniques, and methods exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines which may change for varying circumstances as the task is repeated. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of any of the following:

Exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints.

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Detecting, discovering, exposing information, problems, violations or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time.

Advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions or behaviors.

Clarifying underlying rationale, intent, and motive by educating others on unfamiliar concepts and theories or marketing a product or service. This goes beyond what has been learned in training or repeating information that is available in another format.

Physically restraining and arresting citizens as peace officers enforcing the law. These positions meet the criteria for the Enforcement and Protective Services occupational group.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as an individual contributor, work leader, or unit supervisor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team.

OR

The direct field of influence the work of a position has on the organization is as a work leader. The work leader is partially accountable for the work product of two or more full-time equivalent positions, including timeliness, correctness, and soundness. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. Typical elements of direct control over other positions by a work leader include assigning tasks, monitoring progress and work flow, checking the product, scheduling work, and establishing work standards. The work leader provides input into supervisory decisions made at higher levels, including signing leave requests and approving work hours.

OR

The direct field of influence the work of a position has on the organization is as a unit supervisor. The unit supervisor is accountable, including signature authority, for actions and decisions that directly impact pay, status, and tenure of three or more full-time equivalent positions. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. The elements of formal supervision must include providing documentation to support recommended corrective and disciplinary actions, signing performance plans and appraisals, and resolving informal grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer.

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TECHNICIAN IV

H4M4XX

CONCEPT OF CLASS

This class describes the fourth-level technician. Although positions follow established work processes, they have the authority to determine the procedures required to accomplish the work. Positions use judgment on an ongoing basis to select the most appropriate technical guidelines and adapt them to develop work procedures that accomplish the tasks. This class differs from the Technician III on Decision Making and possibly Purpose of Contact and Line/Staff Authority. Some assignments will not move beyond this level.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the operational level, as described here. Within limits set by the specific process, choices involve deciding what operation is required to carry out the process. This includes determining how the operation will be completed. By nature, data needed to make decisions are numerous and variable so reasoning is needed to develop the practical course of action within the established process. Choices are within a range of specified, acceptable standards, alternatives, and technical practices.

Complexity -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study technical information to determine what it means and how it fits together in order to get practical solutions to problems and tasks. Guidelines in the form of specified processes, techniques, and methods exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines which may change for varying circumstances as the task is repeated. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of any of the following:

Exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints.

Detecting, discovering, exposing information, problems, violations or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time.

Advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions or behaviors.

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Clarifying underlying rationale, intent, and motive by educating others on unfamiliar concepts and theories or marketing a product or service. This goes beyond what has been learned in training or repeating information that is available in another format.

Physically restraining and arresting citizens as peace officers enforcing the law. These positions meet the criteria for the Enforcement and Protective Services occupational group.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as an individual contributor, work leader, or unit supervisor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team.

OR

The direct field of influence the work of a position has on the organization is as a work leader. The work leader is partially accountable for the work product of two or more full-time equivalent positions, including timeliness, correctness, and soundness. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. Typical elements of direct control over other positions by a work leader include assigning tasks, monitoring progress and work flow, checking the product, scheduling work, and establishing work standards. The work leader provides input into supervisory decisions made at higher levels, including signing leave requests and approving work hours.

OR

The direct field of influence the work of a position has on the organization is as a unit supervisor. The unit supervisor is accountable, including signature authority, for actions and decisions that directly impact pay, status, and tenure of three or more full-time equivalent positions. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. The elements of formal supervision must include providing documentation to support recommended corrective and disciplinary actions, signing performance plans and appraisals, and resolving informal grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer.

TECHNICIAN V

H4M5XX

CONCEPT OF CLASS

This class describes the fifth-level technician who is responsible for a work unit or area (e.g., park), including accountability for the use of equipment, space, and resources. Positions in this class directly control the work of assigned staff and determine work processes, including identifying and/or designing series of procedures needed to carry out a process. This class differs from the Technician IV on Decision Making and possibly Purpose of Contact and Line/Staff Authority.

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FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the process level, as described here. Within limits set by professional standards, the agency's available technology and resources, and program objectives and regulations established by a higher management level, choices involve determining the process, including designing the set of operations. The general pattern, program, or system exists but must be individualized. This individualization requires analysis of data that is complicated. Analysis is breaking the problem or case into parts, examining these parts, and reaching conclusions that result in work processes. This examination requires the application of known and established theory, principles, conceptual models, professional standards, and precedents in order to determine their relationship to the problem. New processes or objectives require approval of higher management or the agency with authority and accountability for the program or system.

Complexity -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study technical information to determine what it means and how it fits together in order to get practical solutions to problems and tasks. Guidelines in the form of specified processes, techniques, and methods exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines which may change for varying circumstances as the task is repeated. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of any of the following:

Detecting, discovering, exposing information, problems, violations or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time.

Advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions or behaviors.

Clarifying underlying rationale, intent, and motive by educating others on unfamiliar concepts and theories or marketing a product or service. This goes beyond what has been learned in training or repeating information that is available in another format.

Physically restraining and arresting citizens as peace officers enforcing the law. These positions meet the criteria for the Enforcement and Protective Services occupational group.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as a work leader or unit supervisor. The work leader is partially accountable for the work product of two or more full-time equivalent positions, including timeliness, correctness, and soundness. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. Typical elements of direct control over other positions by

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a work leader include assigning tasks, monitoring progress and work flow, checking the product, scheduling work, and establishing work standards. The work leader provides input into supervisory decisions made at higher levels, including signing leave requests and approving work hours.

OR

The direct field of influence the work of a position has on the organization is as a unit supervisor. The unit supervisor is accountable, including signature authority, for actions and decisions that directly impact pay, status, and tenure of three or more full-time equivalent positions. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. The elements of formal supervision must include providing documentation to support recommended corrective and disciplinary actions, signing performance plans and appraisals, and resolving informal grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer.

ENTRANCE REQUIREMENTS

Minimum entry requirements and general competencies for classes in this series are contained in the State of Colorado Department of Personnel web site.

For purposes of the Americans with Disabilities Act, the essential functions of specific positions are identified in the position description questionnaires and job analyses.

CLASS SERIES HISTORY

Effective 7/1/00 (KKF). Maintenance Management System Coordinator I (D1H1) and Research Farm Technician (D1L1-4) consolidated as part of the LTC consolidation study. Draft published 3/31/99, proposed 5/24/99, final 7/1/99.

Effective 7/1/99 (KKF). PS consolidation study consolidated Agriculture Inspector/Control Agent II, III, VI (H1B3-4 & &); Parks Resource Technicians (H1J1-2); Research Technician I (H3M1); and Seed Analyst (H3N2). Published draft 2/17/98 and proposed 3/20/98.

Effective 9/1/98 (CVC). PS consolidation study consolidated Agricultural Inspector/Control Agent (H1B1-2), Wildlife Technician (H1X), Research Technician (H3M2-3). Published draft 2/17/98 and proposed 3/20/98.

Effective 4/1/97 (KKF). Agricultural Inspector/Control Agent IV and V (H1B5 - H1B6) and Seed Analyst III (H3N3) abolished in annual elimination of vacant classes. Published as proposed 3/21/97.

Effective 3/1/96 (CVC). Seed Analyst I (H3N1) abolished in annual elimination of vacant classes. Published as proposed 1/15/96.

Effective 9/1/93. Job Evaluation System Revision project. Created Parks Resource Technician (H1J).

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Revised 7/1/91. Changed pay differential of Wildlife Technician III (A6312).

Revised 1/1/89. Changed in-grade hire step for Seed Analyst IA, IB, II (A5556 - A 5560).

Effective 9/1/88. Created Chemigation Inspector A, B, and Senior (A6162 - A6164). Changed options, class codes and titles, nature of work, and minimum qualifications for Wildlife Technician (A6310 - A6312).

Revised 7/1/87. Changed class codes, title, relationship, and nature of work for Fruit and Vegetable Inspector A, B, and C (A6145 - A6147). Changed grade, relationship, nature of work, entrance requirements for Senior Fruit and Vegetable Inspector (A6153) and Fruit and Vegetable Inspection Supervisor (A6156). Changed class code, title, relationship, nature of work, entrance requirements for Brand Inspector A, B, and C (A6157 - A6159). Changed title, grade, relationship, nature of work, and entrance requirements for Senior Brand Inspector (A6171).

Revised 11/1/86. Changed pay differential for Wildlife Technician I (A6310).

Revised 2/1/84. Changed class code and pay relationship for Wildlife Research Technician (A6331 - A6333). Changed class codes, grades, pay relationships, and minimum qualifications for Wildlife Technician (A6310-A6312).

Revised 7/1/81. Change in grade and relationship for Fruit and Vegetable Inspector A, B, C, Senior, and Supervisor (A6145 - A6147, A6153, and A6156).

Created 7/1/80. Rodent Control Agent A and B (A6107 - A6108).

Revised 7/1/79. Change nature of work and minimum requirements for Seed Analyst IA, IB, II (A5556 - A5560).

Revised 12/1/78. Changed nature of work and minimum requirements for Wildlife Technician II and III (A6311 - A6312).

Revised 9/1/78. Changed class codes and title, nature of work, and minimum requirements for Wildlife Technician II (A6311).

Revised 7/1/78. Changed grades and pay relationship for Wildlife Technician (A6310 - A6312).

Effective 7/1/77. Created Fruit and Vegetable Inspection Supervisor (A6156).

Revised 7/1/76. Changed nature of work, options, and minimum requirements for Wildlife Technician (A6310 - A6312).

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Created 1/1/75. Fruit and Vegetable Inspector A, B, C, and Senior (A6145 - A6147 and A6153); Brand Inspector A, B, C, and Senior (A6157 - A6159 and A6171); Seed Analyst IA, IB and II (A5556 - A5560); Wildlife Research Technician (A6331 - A6333); and Wildlife Technician (A6310 - A6312).

SUMMARY OF FACTOR RATINGS

Class Level	Decision Making	Complexity	Purpose of Contact	Line/Staff Authority
Technician I	na	na	na	na
Technician II	Defined	Prescribed	Exchange or Restrain	Indiv. Contributor
Technician III	Defined	Patterned	Exchange, Detect, Advise, Clarify, or Restrain	Indiv. Contributor, Work Leader, or Unit Supervisor
Technician IV	Operational	Patterned	Exchange, Detect, Advise, Clarify, or Restrain	Indiv. Contributor, Work Leader, or Unit Supervisor
Technician V	Process	Patterned	Detect, Advise, Clarify, or Restrain	Work Leader or Unit Supervisor

Note: At the V level, if Decision Making is operational, Complexity must be formulative.